

CHAPTER IV

CONCLUSION

Surabaya Tourism Information Center (TIC) is an institution that provides the information of tourism in Surabaya. The writer did the apprenticeship as an information officer in TIC. As an information officer the writer received several duty such as serving and guiding the visitors to give the information about tourism objects in Surabaya. The writer has learnt about the information of tourism in Surabaya and outside Surabaya.

During the apprenticeship, the writer felt a very great experience because this was the first time she experienced the real work. As an information officer, the writer had to communicate to the visitors directly. So the writer had to be friendly and made the visitors feel comfortable with her service.

The supervisor of Tourism Information Center helped the writer a lot. This made the writer got more excited in doing the internship. The most important thing is the writer had to build a good relationship with others apprenticeship student and the supervisor. Furthermore, the writer and her partner did not only build a good relationship with the students, but also with “Cak dan Ning Surabaya”.

During the apprenticeship in Tourism Information Centre, the writer got an interesting experience while serving and guiding the visitor. She could meet visitors both local and foreign people. Beside that, in Tourism Information Center the writer had to be discipline and to be on time because the office must be opened before the supervisor come. This experience helps the writer to know about the real work.

Beside that, the writer could practice her communication skill, especially in English. Working at Tourism Information Center made the writer got many experiences and knowledge about all of tourism in Surabaya. To be discipline and hard working was very helpful in her apprenticeship.